PROGRAM PERFORMANCE MANAGEMENT SYSTEM

Abstract of the Invention

A Program Performance Management (PPM) system enforces consistency in feedback and coaching to employees across the organization lower attrition through improved morale and job satisfaction. Employees are empowered because they can review their status and thus feel that they have more control over their ratings. Consistency in performance data is maintained across an enterprise. Management insights are gained by comparisons made across projects, programs, and Business Units on standardized measures, thereby enabling accountability at all levels. Integration of quantitative information and qualitative assessments of Customer Management System (CMS) agents performance is summarized and plotted in an intuitive fashion, with feedback acknowledgements and reviews tracked for management. Team leaders have a scorecard interface to efficiently supervise their team members. Agents have access to a dashboard that provides up to date and intuitive indications of their performance and that of their fellow team members.